



Government and Public Safety  
1301 E. Algonquin Road  
Schaumburg, IL. 60196

FSB NUMBER: FSB10398  
APC: 509  
DATE: Feb-10  
EXPIRES: 28-Feb-11  
BULLETIN TYPE: Informational Only

# FIELD SERVICE BULLETIN

**SUBJECT:** New Quantar/Quantro/AstroTAC 3000 RSS Archive folder location changes

**MODEL / SYSTEM AFFECTED:**  
WinRSS R14.08.00 version and later

**SYMPTOM:**  
After Quantar RSS upgrade from version R14.07.01 or earlier to the RSS version R14.08.00 or later, Archive folder doesn't contain old (user saved) files.

**CAUSE:**  
The Quantar RSS version R14.08.00 and later changes the location of the Archive folder in relation to the RSS version R14.07.01 and earlier.

RSS versions R14.07.01 and earlier, look for the archive in a WinRSS installation folder, for example:  
C:\Program Files\Motorola\Radio Service Software\

RSS versions R14.08.00 and later, look for the archive in a standard Windows Shared Documents folder, for example:  
in a Windows XP: C:\Shared Documents\Motorola\Radio Service Software\  
in a Windows Vista: C:\Users\Public\Documents\Motorola\Radio Service Software\

**RESOLUTION:**  
Prior to RSS R14.08.00 installation, RSS R14.08.00 will require that the user UNINSTALL any previous Quantar RSS program files. See **Appendix A** for instructions.

**SEVERITY RECOMMENDATION:**  
Low - Perform when system exhibits above symptoms

**PARTS REQUIRED (HARDWARE/SOFTWARE):**  
NA

**LABOR ALLOWANCE**  
This is an informational bulletin. No labor warranty is implied, intended or authorized.

Attachments:

☒ Yes ☐ No

Identification: Appendix A



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## **Appendix A**

Prior to RSS R14.08.00 installation, RSS R14.08.00 will require that the user UNINSTALL any previous Quantar RSS program files.

To uninstall the RSS software, the user MUST follow recommended Windows un-installation procedures described in RSS Manual.

The un-installation procedure does NOT remove the Archive folder from the computer.

Install the new RSS software as described in RSS Manual.

Use the paths used during un-installation and installation processes to locate your old Archive location, and move the files to the new Archive location.

Default Archive location for WinRSS R14.07.00 and earlier is:  
C:\Program Files\Motorola\Radio Service Software\

Default Archive location for WinRSS R14.08.00 and later is:  
in a Windows XP: C:\Shared Documents\Motorola\Radio Service Software\  
in a Windows Vista: C:\Users\Public\Documents\Motorola\Radio Service Software\

For example: If the old version of WinRSS (prior to R14.08.00) was installed in its default directory and new WinRSS version (R14.08.00 and later) is installed, move the Archive folder from C:\Program Files\Motorola\Radio Service Software\ to the Windows Shared Documents folder (default in Windows XP: C:\Shared Documents\Motorola\Radio Service Software\).